

ORIGINAL

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Qwest. 
Spirit of Service

November 12, 2002

Ex Parte

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Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., TW-B204
Washington, D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

**Re: WC Docket No. 02-314 – Application of Qwest
Communications International Inc. for
Authorization to Provide In-Region InterLATA
Service in the States of Colorado, Idaho, Iowa,
Montana, Nebraska, North Dakota, Utah,
Washington and Wyoming**

Subject: Change Management Process

Dear Ms. Dortch:

Qwest Communications International Inc. (“Qwest”) submits this filing in the referenced proceeding in response to the following questions from the Commission staff regarding Qwest’s Change Management Process.

Question:

Please provide updated (June - September, 2002) information regarding the percentage of milestones that Qwest met for processing Qwest-originated product and process change requests.

Response:

For the time period specified above, Qwest was responsible for missing 0 Qwest-originated Product/Process Change Request milestones. This equates to a compliance rate of 100%. See generally Qwest III Reply Declaration on Change Management of Dana L. Filip at ¶ 6 and Reply Exhibit DLF-2 (Change Management Process Improvements Matrix).

Question:

Please provide updated (June-September, **2002**) information regarding the percentage of milestones that Qwest met for processing competitive LEC-initiated product and process change requests.

Response:

For the time period specified above, Qwest was responsible for missing 0 CLEC-originated Product/Process Change Request milestones. This equates to a compliance rate of 100%. *See generally* Qwest III Reply Declaration on Change Management of Dana L. Filip at ¶ 6 and Reply Exhibit DLF-2 (Change Management Process Improvements Matrix).

Question:

Please provide updated information regarding the following: What percentage of commitments has Qwest met in processing product and process change requests during the months of June through September, 2002? How many OSS interface change requests has Qwest processed from June 1 through September **30**, 2002? During the same period, how many competitive LEC-initiated product and process change requests has Qwest processed?

Response:

During the time period specified above, Qwest has met 100% of the established milestones for CLEC and Qwest Product/Process Change Requests. During the same time period, Qwest processed 16 CLEC initiated Product/Process change requests and 60 CLEC or Qwest initiated OSS interface change requests.

The 20-page limit does not apply to this filing.

Sincerely,

Hannee Haney

Marlene H. Dortch
November 12, 2002
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